

BCWA Privacy Policy

BCWA is committed to respecting and keeping safe any personal information we hold on you as a valued supporter of our work, and to being transparent in how we process it. Our approach to safety also extends to keeping your personal information secure by protecting your privacy.

We reserve the right to make changes to this Privacy Policy. Each time you visit this site you should check this Privacy Policy to check that no changes have been made to any sections that are important to you.

Bromley & Croydon Women's Aid is registered under the Data Protection Act 1998 as a Data Controller, number Z2075208. Bromley & Croydon Women's Aid is a charity registered in England & Wales, charity number 1068007 and a company limited by guarantee, number 03320296.

Purpose of this Policy

This privacy policy explains our approach to any personal information that we might collect from you and the purposes for and basis upon which we process that information. It also sets out your rights in respect of our processing of your personal information, and how you can request that we delete, update, transfer it and/or provide you with access to it.

Please also note that this Privacy Policy only applies to the use of your personal information obtained by us, it does not apply to your personal information collected during your communications with third parties.

How to Contact Us

If you have any questions about this Privacy Policy or want to exercise your rights set out here, please contact us by:

- Sending an email to info@bcwa.org.uk
- Calling us on 020 8313 9303
- Writing to us at BCWA, PO Box 714159, London SE20 9BW

The Data We Hold

Service Users

We need to process your personal data in order to perform outreach and refuge services. This may include:

- Personal details, such as contact details, date of birth, and other personal information aimed at identifying the individual.
- Equality details to ensure the service is accessible for all.

Sensitive Data:

In addition, we may need to process your sensitive data as an essential part of the service we provide to you, such as:

- Details of domestic abuse history, logs of calls and key work sessions, court hearings etc. to feed into the support plan
- Details of individuals' needs and the support provided to them

This is in order to protect the rights of both you as data subject and us as data controller.

Our legal basis: BCWA processes the personal information of individuals accessing its services on the basis of consent, and in some cases on the basis of the vital interests of the individual. Use of your personal information may also be necessary in order for us to fulfil our legal obligations or if the performance of tasks carried out in the public interest requires it.

Donors

For the purposes of recording and processing donations, business administration and legal compliance, we hold your personal data if you:

- Donate directly to us via telephone, website enquiry, in person or via third-party giving websites, such as Virgin Money Giving or Crowdfunder.
- Donate in-kind after making contact via telephone or email.
- Make enquiries about our fundraising opportunities.

Personal details include and are not limited to contact details, date of birth, and other personal information for identifying you as an individual and pursue administrative tasks related to donations. We may store additional information such as next of kin if you leave a legacy donation, or financial information to enable us to claim Gift Aid.

We will not contact you unless you have opted in to our communications.

Our legal basis: It is necessary for us to use your personal information in order fulfil our financial administration obligations, prevent fraud and protect our legitimate interests.

Obtaining Your Consent

Where our use of your personal information requires your consent, you can provide such consent at the time we collect your personal information following the instructions provided; or by informing us by e-mail, post or phone using the contact details set out in this Privacy Policy.

The legal basis of consent is only used by us in relation to processing that is entirely voluntary – it is not used for processing that is necessary or obligatory in any way. You may withdraw the specific consent you give to our processing your personal data at any time.

Please note even if you withdraw consent for us to use your personal data for a particular purpose we may continue to rely on other bases to process your personal data for other purposes, where we have a legal right to do so.

How We Collect Data

We obtain your personal information in the following ways:

- Directly from you: when you access one of our services, ask us about our activities, seek advice on domestic abuse, make a donation to us, apply for a job vacancy or volunteering opportunity or otherwise provide us with your personal information. This may happen via telephone, email, website, drop-in centre, post or in person.
- Through third parties: when you make a donation through a third party such as Virgin Money Giving or Crowdfunder, or you apply to a job on Typeform, or one of the other third parties that we work with and provide your consent for your personal information to be shared with us.
- In order to tailor our communications and improve your donor journey we may collect information about you from publicly available sources.
- Via our website: when someone visits www.bcwa.org.uk we use a third party service, Google Analytics, to collect information such as details of visitor behaviour pattern and number of visits to a specific page. This information does not identify individuals. Neither BCWA nor Google attempt to find out the identities of those visiting our website. See how we use cookies below.

How We Use Cookies

A cookie is a small text file on your internet browser and hard drive that uniquely identifies your browser. We only use cookies on our website for technical reasons and not to collect users' personal information

By continuing to use our site, you agree to our use of cookies - but these cookie files and IP addresses will never identify you as an individual. For more information on cookie files and IP addresses please contact us.

Use of personal information

1. To provide you with information (such as fundraising or campaigning activities), services or products you've requested or which we feel may interest you.
2. To allow you to participate in interactive features on our website, when you choose to do so. For example, we may help you auto-complete forms by inserting your contact details for you to edit.
3. To use your IP addresses to identify relevant information. This may include information such as your approximate location. It also helps us to establish information like the number of visits to the website from different areas of the UK and abroad.
4. To make our marketing campaigns more targeted and relevant to potential donors and customers.

Why We Hold Personal Data

We process your personal information in order to:

- Provide outreach and refuge services to survivors of domestic abuse
- Conduct research for the purpose of service improvement
- Keep in contact, communicate with and obtain the views and input of our clients and supporters

- Fundraise to support our services for survivors of domestic abuse in the local community
- Share our work with stakeholders and raise awareness of domestic abuse
- Recruit staff and volunteers for the organisation

You are in control of the personal data BCWA hold and process, as detailed in the section on your rights below. BCWA is committed to ensuring we always have a legal basis to hold and process personal data, as required by General Data Protection Regulation.

Sharing & Transferring Data

The information you share with us is strictly confidential and we will not share it with other organisations or agencies, unless you have consented for us to do so.

There are exceptions to this, which include:

- If we believe that either you or someone else is at risk of significant harm; in which case BCWA have a duty to report any issues relating to child protection or adult safeguarding to the relevant body.
- Where there is another legal reason or requirement to disclose your personal information (e.g. if a court order has been issued), or if we believe in good faith that such action is required by law.
- If you have made a Gift Aid declaration; we will use the information you have provided to Her Majesty's Revenue and Customs (HMRC) in order to claim Gift Aid on your donation.
- In the use of third-party websites such as fundraising and HR databases, where all data is securely stored.
- To protect the rights, property or safety of Bromley & Croydon Women's Aid, our donors or others.
- We do not share information with third parties for marketing purposes and do not buy or sell personal information.

Please note that BCWA's website contains links to external websites. However, BCWA are not responsible for the privacy policies of other organisations or any content you share on other sites (e.g. if you opt-in to a partner organisation's communications).

Safeguarding Children

If we consider a child is at risk, we have a duty to take appropriate action to minimise the risk of harm. This may include working with a client to contact Children's Services or, where necessary, making a safeguarding referral ourselves.

How We Store Data

BCWA believes the security of your personal data is of the utmost importance and we take this duty very seriously.

We make every effort to keep your data secure, and have implemented appropriate physical, technical and organisational measures to protect the personal information that we have under our control from:

- Unauthorised access
- Improper use or disclosure
- Unauthorised modification; and
- Unlawful destruction or accidental loss.

We store all the information we hold on bespoke, secure databases, all of which are UK-based.

For service users' data including sensitive data we use an encrypted case management system to store securely, which is also password protected, and staff are appropriately restricted in terms of access.

If you have opted in to receive further updates from us, we may use Typeform, Mailchimp and other similar tools to communicate with you from time to time and to carry out surveys that may collect personal data relating to you. Data entered on some of these platforms may go outside the European Economic Area (EEA) when processed digitally. Data provided through third-party giving websites may also be processed outside of the EEA. No other personal data is transferred outside of the EEA.

Retaining Your Data

BCWA will retain your personal data for a reasonable amount of time appropriate to the relevant activity. This will vary depending on your interaction with us i.e. if you are a service user, volunteer or donor. For specific details of the different retention periods, please get in touch using the contact details provided above.

Your Data, Your Rights

You are in control of the personal data BCWA hold and process. See the section on your rights below. BCWA is committed to ensure we always have a legal basis to hold and process personal data, as required by General Data Protection Regulation.

Under current EU data protection laws (General Data Protection Regulation 2016/17) you, as an individual, have certain rights with regard to the personal information organisations hold on you and how to access it.

Your right of access:

If you ask us, we'll confirm whether we are processing your personal information and, if so, provide you with a copy of that personal information.

Your right to rectification:

If the personal information we hold about you is inaccurate or incomplete, you're entitled to have it rectified.

Your right to erasure:

You can ask us to delete or remove your personal information in some circumstances such as where we no longer need it or if you withdraw your consent (where applicable).

Your right to restrict processing:

You can ask us to 'block' or suppress the processing of your personal information in certain circumstances such as where you contest the accuracy of that personal information or you object to us processing it.

Your right to data portability:

With effect from 25 May 2018, you have the right, in certain circumstances, to obtain personal information

you've provided us with (in a structured, commonly used and machine readable format) and to reuse it elsewhere or to ask us to transfer this to a third party of your choice.

Your right to object:

You can ask us to stop processing your personal information, and we will do so, if we are relying on our own or someone else's legitimate interests to process your personal information, except if we can demonstrate compelling legal grounds for the processing if necessary.

Your rights in relation to automated decision-making and profiling:

You have the right not to be subject to a decision when it's based on automatic processing, including profiling, if it produces a legal effect or similarly significantly affects you. BCWA does not apply 'automated decisions' to personal data in our operations.

Your right to withdraw consent:

If we rely on your consent as our legal basis for processing your personal information, you have the right to withdraw that consent at any time.

To exercise any of these rights, obtain more information about our Privacy Policy or to make a complaint, please contact us on info@bcwa.org.uk or call 02083139303.

You can also make a complaint to the data protection supervisory authority, the Information Commissioner's Office at www.ico.org.uk.